

CUSTOMER SERVICE FIELD TECHNICIAN

FLSA Code: N

Job Code: 4330

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult skilled and technical work dealing with utility customers, activating and discontinuing water service; repairing and maintaining meters; does related work as required. Work is performed under the regular supervision of the Customer Service Manager.

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires stooping, kneeling, crouching, standing, walking, pulling, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, visual inspection involving small defects and/or small parts, use of measuring devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, extreme cold, and extreme heat.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Performing customer services and water meter maintenance and repair work; preparing and maintaining appropriate records and files.

Receives routine customer requests for service and investigates and resolves customer complaints;
Installs and removes meters and inspects installations;
Secures final readings at time of service change, discontinuance or initiation;
Investigates meter complaints;
Conducts re-reads based on customer complaints;
Removes, repairs, maintains and replaces water meters and connections;
Assists meter readers and utility crews as assigned;
Assists with office operations including cut-off lists as required;
Locates and reads meters;
Performs related tasks as required.

REQUIREMENTS/EDUCATION/EXPERIENCE:

Graduation from high school and some experience in water meter reading and public services contacts; possession of an appropriate driver's license valid in the Commonwealth of Virginia; thorough knowledge of the principles and techniques of water utility installation, operation, repair and maintenance, the methods and procedures involved in the reading of meters, geography and street locations of the city and surrounding areas, standard office methods and procedures, the hazards which may be encountered; demonstrated ability to deal with customers with tact, diplomacy and firmness. An equivalent combination of training and experience may be considered.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive. Duties, responsibilities and requirements may be added, deleted or changed at any time at the discretion of management.